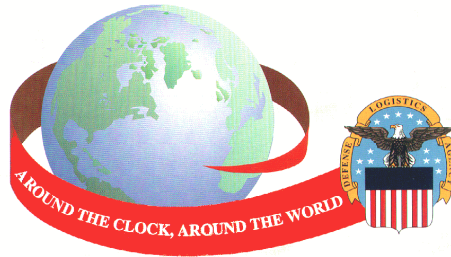


# BENCHMARKING PROJECT

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## PRE-DELIVERY SURVEILLANCE



AQO & OPERATIONS CHIEFS  
OCTOBER 9, 1996

# TEAM MEMBERS

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W. EASTER

PROCESS OWNER

AQOG

E. BOURGEOIS

PROCESS CHAMPION

DCMDE

B. DILLON

FACILITATOR

DCMDE

A. GRAM

ACO

TWIN CITIES

J. HAHN

MGMT ANALYST

DPRA

S. HILL

IND SPECIALIST

ALLIED SIGNAL

L. MORTON, Sr.

IND SPECIALIST

BALTIMORE

M. QUINN

IND SPECIALIST

LONG ISLAND

K. VANVOLKINBURG

PROCURE TECH

SYRACUSE

# OVERVIEW (1)

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- MISSION STATEMENT
- BENCHMARKING STUDY
- LESSONS LEARNED
- DCMC BENCHMARK
- CRITICAL SUCCESS FACTORS
- PERFORMANCE MEASURE

## OVERVIEW (2)

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- PERFORMANCE GOAL
- RESOURCES & TRAINING
- IMPLEMENTATION PLAN
- RETURN-ON-INVESTMENT
- THE FUTURE ???
- TEAM RECOGNITION

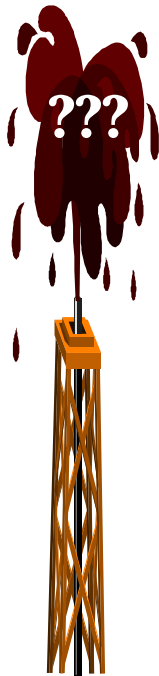
# MISSION STATEMENT

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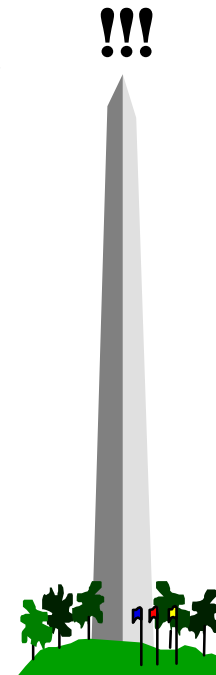
- BENCHMARK PRE-DELIVERY SURVEILLANCE
- IDENTIFY “WORLD CLASS” PERFORMANCE
- NOTIFY CUSTOMERS OF ANTICIPATED DELAYS

# BENCHMARKING STUDY

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- PROCESS BOUNDARIES
- CAO/LIAISON SURVEYS
- SITE SELECTION
- SITE VISITS
- COMPOSITE PROCESS
- MARKET SURVEY



# PROCESS BOUNDARIES

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- DEVELOP SURVEILLANCE PLAN
- PERFORM SURVEILLANCE
- DOES NOT INCLUDE:
  - DETAILED CONTRACT RECEIPT & REVIEW
  - METHODS OF REPORTING (ALERTS, FAX, E-MAIL, ETC.)



## MARKET SURVEY (1)

---

AT&T	LL BEAN	BELLSOUTH
FED EX	FORD	GEN DYNAMICS
GILLETTE	HONDA	JC PENNEY
PERDUE	MCDONALD'S	MARY KAY
MAYTAG	SATURN	SEARS
SPIEGEL	3M	TOYOTA
UPS	WAL-MART	



## MARKET SURVEY (2)

---

DLA (LOGLINES)

DRMS

DSC-COLUMBUS

DSC-RICHMOND

AIR FORCE LINK

DEPT OF ENERGY

DEPT OF TRANS

EPA

FT STEWART

REDSTONE ARSENAL

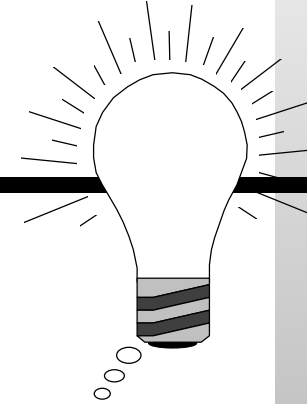
## MARKET SURVEY (3)

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- HERMAN SIMON
  - STUDIED 500 SMALL COMPANIES
    - LOCATED IN GERMANY
    - RANKED #1 OR #2 IN THE WORLD
    - \$120 MILLION AVERAGE SALES
  - DESCRIBED BEST PRACTICES BY THE “HIDDEN CHAMPIONS”

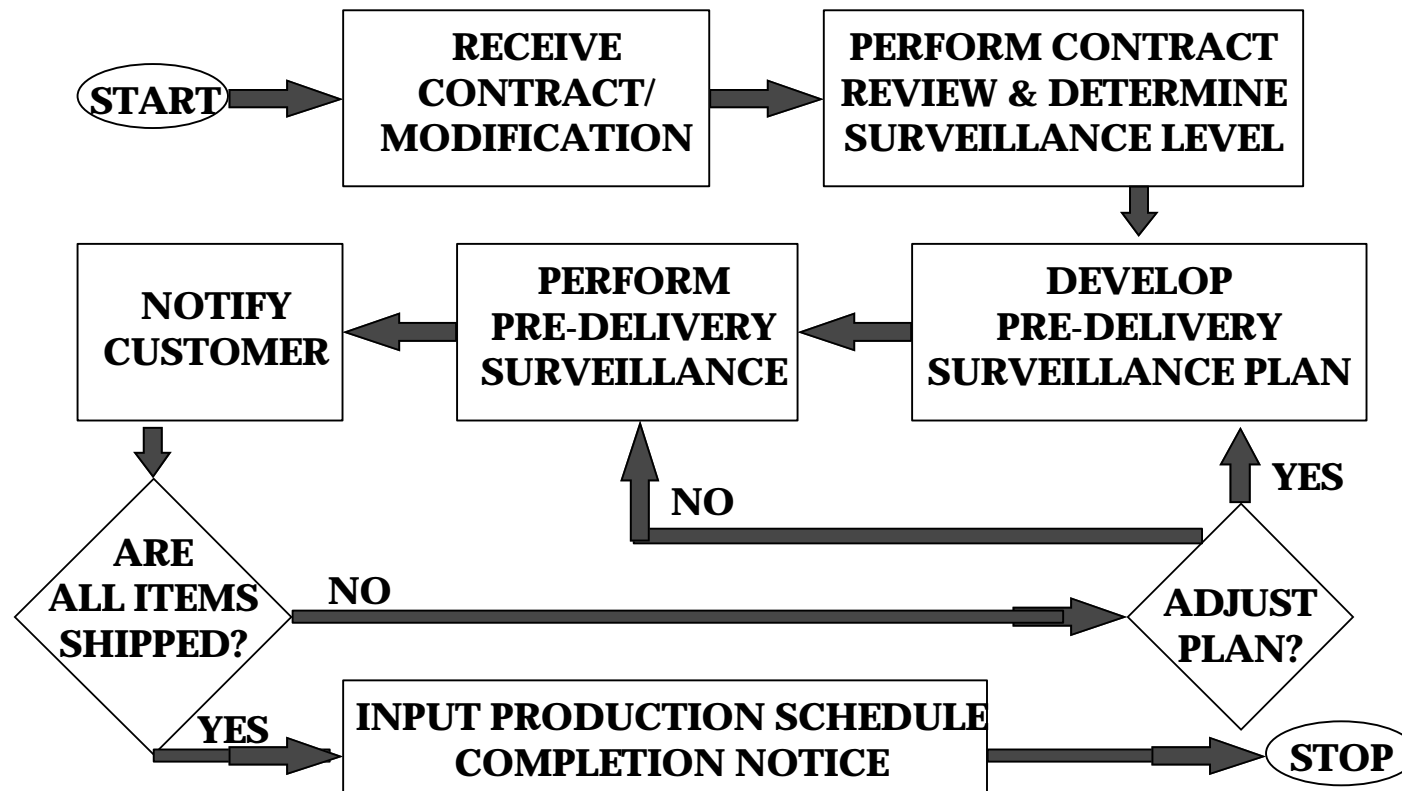
# LESSONS LEARNED

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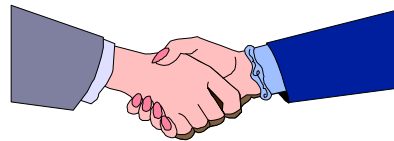
- GUIDANCE CHANGES
- PROCESS INCONSISTENCY
- CAO PERCEPTIONS
- RECRUITING PROCESS
- NOT “INSTANT PUDDING”

# DCMC BENCHMARK



# CRITICAL SUCCESS FACTORS

- STRONG LEADERSHIP
- CLEARLY DEFINED GOALS
- COMMITMENT TO SUPERIOR VALUE & CUSTOMER SERVICE
- MEASUREMENT BY RESULTS



# PERFORMANCE MEASURE

## ON-TIME DELIVERY

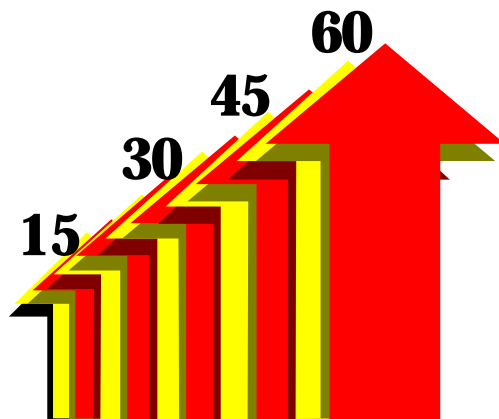


NUMBER OF CONTRACT  
LINE ITEMS DELIVERED  
TO THE ORIGINAL  
CONTRACT SCHEDULE



# PERFORMANCE GOAL

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DELAYS REPORTED  
AT LEAST 60 DAYS  
IN ADVANCE OF  
ORIGINAL CONTRACT  
DELIVERY DATE

# RESOURCES & TRAINING

- CURRENT RESOURCES
- MENTORS
- INTERN POSITIONS
- TRAINING
  - FORMAL & REFRESHER
  - CROSS-TRAINING





# IMPLEMENTATION PLAN

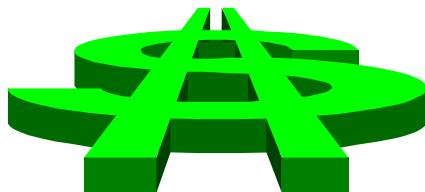
- INSTALL NEW METRIC
- TEST SITES (5 CAOs)
- RELEASE FINDINGS
- UPDATE “ONE BOOK”
- FULL IMPLEMENTATION

FY97						
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

# RETURN-ON-INVESTMENT

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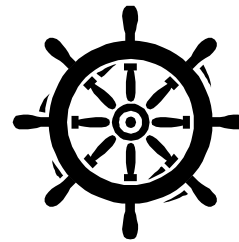
- COMMON PROCESS
- STANDARDS OF EXCELLENCE
- TRAINING MATERIALS
- CUSTOMER SATISFACTION



# THE FUTURE ???

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- ADDENDUM TO FINAL REPORT
- UPDATE TRAINING PACKAGE
- IMPLEMENT BENCHMARK PROCESS



# TEAM RECOGNITION

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A. GRAM

J. HAHN

S. HILL

L. MORTON, Sr.

M. QUINN

K. VanVOLKINBURG

DCMC TWIN CITIES

DPRA

DCMC ALLIED SIGNAL

DCMC BALTIMORE

DCMC LONG ISLAND

DCMC SYRACUSE